

October 26, 2011

**Subject: Consumer Complaint – Hazardous Incident**

**Re: Power Back Generator: cracked gas tank while operating generator**

**Model #** GVE8000 – WK

**Serial #** 9912308176

**Date Manufactured:** 11/15/1999

On August 28, 2011 I used my DeVilbiss Power Back GVE8000 gas powered generator, during Hurricane Irene. It worked fine the first evening. It ran out of gas by morning, so I turned it off and refilled the gas tank and started it again. *Gasoline then began pouring out of the generator*, onto the ground, adjacent my garage where the electric cord ran from the generator to my fuse box in the cellar, off the garage. My neighbor came over to help me shut it off before it started on fire and helped siphoned the removal of the gas from the *leaking tank*. My neighbor pointed out the **cracks on the gas tank** where it is bolted to the frame.

I have been calling the company and getting the run-around since my initial conversation on September 12, 2011 when I found out, by reading an article on the **US Consumer Product Safety** site, on the computer, that this generator has been **recalled** due to this exact problem.

First, the representative stated that my generator qualifies for a free (Rep. = [REDACTED]) replacement gas tank and the tank can only be shipped to a local authorized dealer to install it so it will be warranted. She also stated that their company was presently out of the gas tanks due to so many people using their generators during Hurricane Irene with the same problem. She gave me the name and number of the local shop that I would be dealing with for repairing the leaky gas tank. It was Tri-Town Machines, 2 Kirkland St., Deep River, CT (860-526-8388) that I will use to install the new tank when it comes in. She expected the tanks to be in a week or two.

I called Tri-Town Machines the same day and spoke to the gentleman there and asked if I should have my neighbor drop it off now. He told me to wait till the tank comes in and then deliver the generator then. I gave him my phone number so he could call me when it came in.

I called Tri Town after a couple weeks, on October 3<sup>rd</sup>, and he said he wasn't doing business with DeVilbiss any more because they are *such a bad company*.

I then called DeVilbiss Air Power Co., (213 Industrial Drive) (PO Box 2468, Jackson, TN 38302-2468) the same day and informed them of my conversation with Tri Town and stated that DeVilbiss should not have Tri-Town on their web site as a recommended repair company. I spoke to [REDACTED], at DeVilbiss, and told her that regarding my model # GBVE8000 (8000 Watt) Power Back Generator, that I need the tank now. I informed her that I will be forced to call Consumer

Protection if she could not come to a resolution. She gave me **Reference #** [REDACTED] and stated that they did get the tanks in and that they will send it directly to my house with overnight delivery!

I **never** received the tank and today is October 26, 2011. I am hoping that you can resolve this with either a new gas tank or a complete refund for the generator, because I can not use a non-functioning, highly flammable, hazardous product.

Sincerely,

[REDACTED]



**CONSUMER STATEMENT**  
**STATE OF CONNECTICUT**  
**DEPARTMENT OF CONSUMER PROTECTION**  
 165 Capitol Avenue Hartford CT 06106  
 E-Mail: trade.practices@ct.gov  
 Fax No. (860) 713-7239

For Official Use Only

1. Complete this form. Type or print CLEARLY.
2. You may print and mail the complaint to the address provided.
3. You may file your complaint electronically by hitting the Submit button on the right hand corner of the form.

YOUR NAME [REDACTED]		HOME PHONE (Include Area Code) [REDACTED]		BUSINESS PHONE (Include Area Code) [REDACTED]		ARE YOU 65 OR OLDER? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
STREET ADDRESS [REDACTED]		CITY [REDACTED]		STATE CT	ZIP CODE [REDACTED]	E-MAIL [REDACTED]	
PARTY/COMPANY COMPLAINED AGAINST DeVillbiss Air Power Co.		PERSON DEALT WITH / TELEPHONE NUMBER (Include Area Code) [REDACTED]				POSITION	
STREET ADDRESS (213 Industrial Drive) PO Box 2468		CITY JACKSON		STATE TN	ZIP CODE 38302-2468	E-MAIL	
INFORMATION: WAS A CONTRACT INVOLVED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", ENTER DATE		TYPE OF CONTRACT: N/A <input type="checkbox"/> ORAL <input type="checkbox"/> WRITTEN		PRODUCT OR SERVICE INVOLVED Power Pack Generator model # GBVE 8000	
DATE PURCHASED 2000 (for Y2K)		COST \$ ?		HOW PAID (CIRCLE ONE) CASH <input checked="" type="checkbox"/> CREDIT CARD <input type="checkbox"/> INSTALLMENT CONTRACT <input type="checkbox"/> LAW-AWAY <input type="checkbox"/>			
WAS THE PRODUCT OR SERVICE ADVERTISED <input type="checkbox"/> YES <input type="checkbox"/> NO		HOW? ?		DATE & PLACE OF AD (PLEASE ATTACH COPY IF POSSIBLE) ?			
HAVE YOU CONTACTED THE COMPANY REGARDING YOUR COMPLAINT? Several times		IF "YES" ENTER DATE 9/12/11 / 10/3/11		PERSON CONTACTED [REDACTED]		POSITION Customer Service	
HAVE YOU HIRED AN ATTORNEY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", NAME		IS COURT ACTION PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", IN WHAT COURT?	

NOTE: Please provide a short, detailed statement regarding the facts of your complaint below. Also, please attach copies of all relevant documentation. For Home Improvement and New Home Contractor complaints, we request only a copy of your contract and copies of the back and front of the cancelled checks at this time. If further documentation is needed you will be notified. We will not be able to return or forward any material sent to this department so please keep copies of everything you send to us for your records. Finally, please be sure to cross out or delete sensitive information on your attachments such as bank account numbers or social security numbers.

We encourage consumers to try and resolve their issues with the company involved. More information can be obtained from our website: [www.ct.gov/dcp](http://www.ct.gov/dcp). You may also find information on the Small Claims Court and Superior Court process at [www.jud.state.ct.us](http://www.jud.state.ct.us).

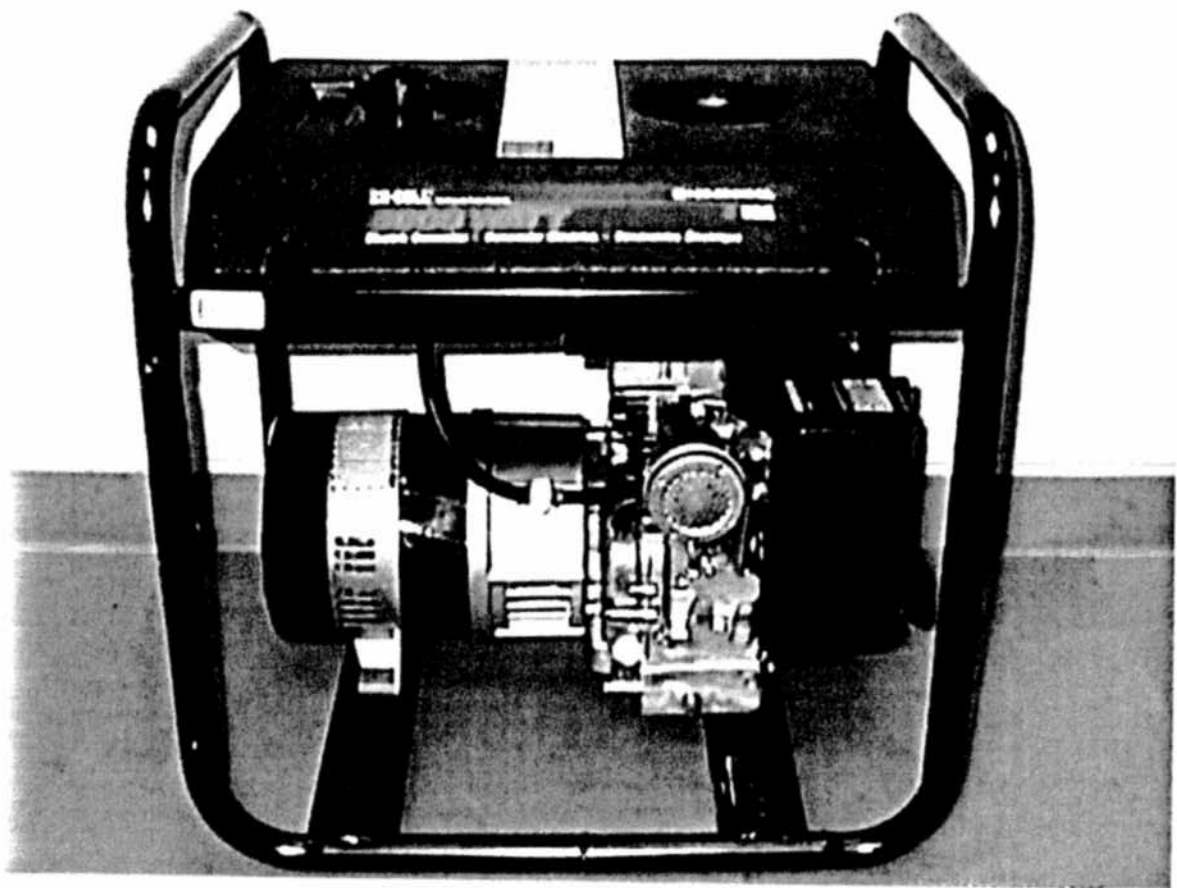
\* See Attached and enclosed photographs.

SIGNATURE

DATE

Attach as many additional pages as needed to complete your statement.

**Note: All complaints are public information. By submitting this complaint, you give the Department of Consumer Protection your permission to release a copy of this Consumer Statement.**



injury reports that are either directly related to this product alert or involve a different hazard with the same product. Please tell us about your experience with the product on [www.saferproducts.gov](http://www.saferproducts.gov)

CPSC is charged with protecting the public from unreasonable risks of injury or death associated with the use of the thousands of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$900 billion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

Under federal law, it is illegal to attempt to sell or resell any recalled product.

To report a dangerous product or a product-related injury, go online to: [www.saferproducts.gov](http://www.saferproducts.gov), call CPSC's Hotline at (800) 638-2772 or teletypewriter at (800) 638-8270 for the hearing impaired. Consumers can obtain this news release and product safety information at [www.cpsc.gov](http://www.cpsc.gov). To join a free e-mail subscription list, please go to <https://www.cpsc.gov/cpsc/list.aspx>.

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## U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE  
December 30, 1999  
Release #00-047

**DAPC Toll Free Line: (800) 888-2468**  
CPSC Consumer Hotline: (800) 638-2772  
CPSC Media Contact: (301) 504-7908

### Safe Generator Use for Y2K: CPSC, DeVilbiss Air Power Company Alert Consumers About Gasoline Tanks on Certain Portable Generators

WASHINGTON, D.C. - CPSC joins DeVilbiss Air Power Company (DAPC) of Jackson, Tenn., in alerting consumers about gasoline tanks used on certain models of portable generators. About 295,000 of these generators were sold nationwide from February 1996 until June 1999. CPSC and DAPC are investigating whether the fuel tanks on the generators can crack where the tanks mount on the frame, posing a fire hazard. As a precaution until that evaluation is complete, consumers should not put more than three gallons of gasoline in the fuel tanks at any time.

The only generators affected by this notice have the following brand names: DeVilbiss Air Power Company, EX-CELL, PowerBack, Companion Model 919-32721, and Craftsman Model No. 919-32651. The seven gallon tanks that are affected include only those tanks that bear dates prior to June 1, 1999. The date is on the serial barcode label found on one of the gasoline tank support rails and on the shipping carton label.

Any consumer who has seen leakage from the tank should not use the generator and should contact DAPC at (800) 888-2468, ext. 21 or at [www.devap.com](http://www.devap.com) to obtain a free warranty replacement tank. Consumers with questions can contact DAPC directly rather than contacting retailers. Consumers also can contact CPSC at (800) 638-2772.

Many people have been buying generators as a precaution in case there are power outages because of Y2K. CPSC believes that Y2K will not result in major power outages. However, if you use a generator, you need to take precautions to prevent carbon monoxide poisoning, gasoline ignition, and electrocution.

DeVilbiss Air Power Co.

DAPC 800-888-2468 x 21

Reliable Electric Motor 285 murphy Rel Hrt G, CT 0844  
522-2257



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